

## Patient information

### **Rheumatology Telephone Advice Line**

Rheumatology Department

**The Rheumatology telephone advice line number is Tel: 0151 282 6060  
extphone Number 18001 0151 282 6060**

#### **Aim of the rheumatology telephone advice line service**

The purpose of this service is to provide advice and support for patients with rheumatological conditions attending the Royal Liverpool Hospital.

#### **The advice line is not an emergency service.**

If you require urgent medical advice you must contact your family doctor (GP) or attend your local Emergency Department (A&E) or Walk-in Centre.

#### **When should you call the advice line?**

##### **You should call the advice line:**

- If you experience a reaction to an injection given at the Rheumatology Clinic.
- If you have a 'flare up' of your condition that has not improved with your usual self-help treatments.
- If you are experiencing side effects which you feel may be caused by the medication prescribed for your arthritis.
- If you have concerns about your symptoms or management that need to be addressed before your next appointment.

#### **How does the advice line work?**

The advice line is an answer phone. Please leave the following information on the answer phone:

- Your full name.
- Your hospital number or date of birth.
- A telephone number where we can contact you.
- The reason for your call.

A rheumatology nurse will listen to your message and return your call within two working days. Please note this advice line is only available from 8.30 am - 4.30 pm Monday to Friday.

If you are out when the nurse returns your call, only two further attempts will be made to contact you. If you still require advice you will need to contact the advice line again.

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further Information**

**If you need to change an appointment or have an appointment query please contact:**

- **Rheumatology appointments**  
Tel: 0151 706 5555  
Textphone Number: 18001 0151 706 5555
- **Podiatry appointments**  
Tel: 0151 706 2760  
Textphone Number: 18001 0151 706 2760
- **Occupational Therapy**  
Tel: 0151 706 2000 Ext 2772  
Textphone Number: 18001 0151 706 2000 Ext 2772
- **Physiotherapy**  
Tel: 0151 706 2000 Ext 2768  
Textphone Number: 18001 0151 706 2768
- **Consultant Secretary.....**

**Author: Rheumatology Department**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 ( Moon ) 盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار بهو نهخوشانهی لهلایمن تراستهوه پهسهند کراون، نهگمر داوا بکریت له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نهلیکترۆنیکی ههیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhadda kale, sida luqadda kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.